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**Special Insert:
More Kudos
ERP Pix**

DAS' HR staff take center stage

Nurses Career Fair, HR Symposium, draw huge crowds

By John McKay

They came, they saw, and they filled the house.

Nurses and nursing students from across Connecticut and beyond came to DAS' Nursing Career Fair in New Britain in early October. A turnout of over 600 underscored the immense popularity of the event.

"I really didn't expect this many people," said DAS' Dr. Pam Libby, organizer of the career fair. "I was hoping for a hundred tops, but this is amazing."

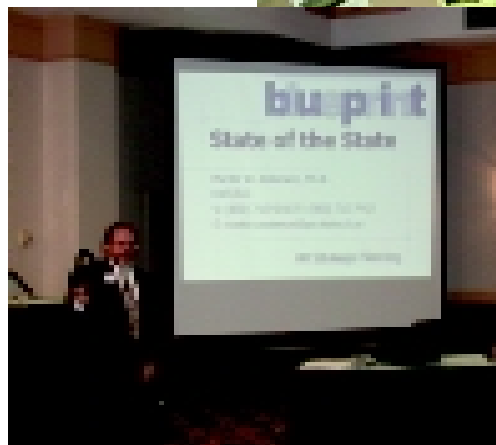
Attendees came for many reasons—some were just out of nursing school, and some had been at their jobs for years.

One applicant said, "I've been at

my current nursing job for 17 years. I think it's time for a change and I've been looking forward to this fair ever since I heard about it."

The Departments of Mental Health and Addiction Services, Mental Retardation, Correction, Children and Families, Veterans' Affairs, Public Health, and the University of Connecticut Health Center all coordinated through DAS to have their booths and staff in place to meet the curious job seekers.

Please see Career Fair, p. 5



Top: Connecticut National Guard presents the colors at the HR Symposium. Above: Jeanne Gray staffs one of the tables at the Nurses Career Fair. Left: Dr. Martin Anderson presents the "HR State of the State."

Up Close...the DAS community responds

By Donna Micklus

In the small microcosm that is DAS, employees and customers alike responded to the September 11 tragedy...a horrific event that changed the world, but also perhaps brought it closer together. Here are just a few of those stories.

The Procurement Services Office became the drop-off point for myriad supplies collected by the Salvation Army on behalf of the victims and workers. DAS employees donated cartons of blankets, ponchos, raincoats, rain hats,

latex gloves and protective masks, boots, work gloves, T-shirts, socks, ready-to-eat snack food, bottled water, fruit juice, and sport drinks.

In just three hours on the morning of September 14, SOB employees contributed \$1,500 to the New York City

Fire Department. The donation was the brainchild of Peter Varhol who manned the table and gave donors American flags that he purchased himself. He said he received contributions that ranged from one dollar to hundreds of dollars.

FSC's Julie Ahlstrin organized a drive for medical equipment, collecting four cartons of medical supplies, bed sheets, and \$360 in cash and checks.

Suzanne Liquerman is donating a circa 1938 flag (with 48 stars) to a DAS raffle. Proceeds from the raffle will benefit the victims' fund.



Suzanne Liquerman displays the flag made circa 1938 which she is donating to a DAS raffle to raise money for the victims of the September 11 attack.

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Visit our website at
www.das.state.ct.us

Jim Gotta and Carol Wilson had words of praise for summer intern **Josh Visone**.

Josh had the great idea to utilize surplus bid samples and surplus safety vests from the Department of Transportation and donate them to the workers at ground zero.

And from our vendors ...

Procurement's Susan Thomas received this message from Craig Dutcher, Vice President of CT. Support Services:

Per our discussion today, please accept this email as my intent to have my company

continued on next page

participate in any way you see possible to assist in the New York tragedy. It is great to hear that our State of Connecticut is supporting in this effort. It would be the least I could do to join in this effort and support the assistance the State is looking to provide. I would be open to donating medical products/supplies, financial donations, and or any other way we can be of help. Please contact me if you have any questions or would like to move forward. I look forward to hearing from you and participating in this needed effort. Our nation coming together in this time of tragedy can only make us stronger and more united as one.

Dan Donahue's story of two vendors

Commissioner Barbara Waters, Donahue, and Paul Greco were on call on September 11 at the Office of Emergency Management. Donahue contacted state vendor Don Herzog of East River Energy to provide two fuel storage tanks to the staging area at Sherwood Island State Park in Westport. He described not only how quickly Herzog responded, but also how eager he was to provide help in any other way possible to the victims in New York City.

Donahue also spoke of a phone call he received from Jay Kelleher of U.S. Foodservice on that same day. Totally unsolicited, Kelleher said his company was standing by to send two refrigerated trailer trucks loaded with "whatever

DAS requested" to the staging area at Sherwood Island State Park.

A message from Procurement's Carol Wilson

Paula Moskowitz, the Director of Procurement for the State of New York, advised me today (9/11) that they were in contact with New Jersey and Pennsylvania for additional tetanus shot supplies. While she indicated that they seemed okay for the moment, she may be calling on us for help if any of New York's sources run dry, or for any products/services in need. I'm on call with her. It's great to have such support from our vendor community.

SLC's Mary Yabrosky received this message from the International Association for Human Resources Information Management

Dear IHRIM Members:

Over the past 72 hours our nation has been grappling with a tragedy that, until Tuesday, was simply unimaginable.

Computerworld has extended an offer in an attempt to further assist those individuals who were most directly impacted by this tragedy. There are numerous people who are unable to return to work, either due to damage caused by the fires, or because of safety precautions. We would like to assist these individuals by

Up Close

pairing them with companies that may have office space and equipment they may temporarily lend.

We would like to involve as many companies as possible; so please direct other HR Systems professionals to the Computerworld site.

We recognize that the needs of the victims are great, and this is only a small effort toward getting their lives back on track. Our thoughts are with those individuals, and their families and friends who were impacted by these terrible events. Thank you.

And finally, this message from a native New Yorker...

Bill Skyrme in the DAS Communications Office received this email from New Yorker Jose Luciano: *I am writing to thank you and the State of Connecticut for placing a 'how to help victims symbol' on your website. I have worked in Manhattan and lived in New York all my life. It is good to see that this great country can come together in times of trouble.*

Thank you again.

Lawrence P. Mayer from Correctional Enterprises of CT commended **Teresa Dupont** and **Peter Kerensky** for their “extremely organized, informative, and computer-friendly presentation on the *CtGovCenter*. **Carol Wilson, Maureen Friedman, Pam Anderson, and Paul Greco**



also provided needed assistance with a number of other business concerns.”

The DAS Payroll Staff praised **Tracie Knapsack** for her “assistance with both the development and actual preparation of each NP2 retroactive payment worksheet for calculation.”

Claudia Helfgott from the Office of the State Comptroller applauded **Phil Karas** for all of his assistance with the eighth annual Komen CT Race for the Cure.

Kudos from John Pacholski to the **MIS Team** for “all of the time and effort extended to Procurement Services for projects, and in helping us to maintain a high level of support to our customers in the past few hectic weeks. Your customer

service did not go unnoticed, and is greatly appreciated.”

Richard D. Wilber from the Department of Education thanked **Sandra Sharr** and **Diane Mazar Roberts** for their presentation on the Family and Medical Leave Act to business managers.

“The training was well-organized, professionally-presented, and a huge success.”

Jim McKenna commended **Bernie**

Blumenthal, Dan Donahue, Janet DelGreco, Juliet Colebrook, Vanessa Wimberly, and Fran Montanaro for their efforts with the LHA Master Liability Insurance Bid. “Based upon the bids...the annual premium will result in savings of over \$175,000 for the housing units covered through the DAS Master Insurance Program. This is reduction of more than 21 percent. Keep up the great work!”

Toni Alphonse praised the **Property Management Team** for helping her with computer problems. “Within ten minutes, all of my computers were installed and up and running for my training class. You guys rock!”

Elizabeth Shailor from New Haven Public Schools thanked **Pam Anderson** for the fencing contract that was issued. “We have been using this contract for a long time to protect our children,

and can’t thank you enough for including us on it.”

Joe Prevuznak thanked **Donna Camillone** on behalf of the RFP Evaluation Committee for “participating in the site visit evaluations conducted for prospective TPA’s. “Your expertise is greatly appreciated in this matter.”

Tina Costanzo applauded **Lori Coleman, Maureen Blackburn, and Rob Zalucki** for “their prompt attention to posting a rush contract supplement. They were very responsive and thorough and helped a sensitive issue get resolved quickly.”

Dan Donahue thanked Jim Passier for loaning **Josh Visone** and **Adam Tulin** to them for a special project. “Both proved to be great workers and did a terrific job...”

A special thanks to **Marilyn LaFontaine** from Dan Donahue for “her assistance in entering data into the Master Insurance Program database that would have taken us days, and to **Shirley Correll** who has brought all of the files up to date.”

Doris Vieira praised **Jerry Lynn** for notifying the Food Distribution Program (FDP) that “US Foods is set up for a wire transfer of funds for payments. Instead of having to wait until mid-week or later, the funds should be in their bank account.”

continued on special insert

Career Fair, continued from p. 1

State universities that offer nursing degree programs also participated.

"We really got the word out about this fair," said recruitment expert Patsy McLaughlin. "We advertised in a number of Connecticut newspapers, had posters made for each participating organization to distribute, mailed over 18,000 invitations, and did radio advertisements on WRCH and WTIC. But I'm still surprised to see this many people here."

And it wasn't just about applications and interviews. The Department of Public Health offered a number of seminars including: *Opportunities for Nurse Consultants*, *Experiences as a Nurse Consultant*, and *Family Health*.

DAS held its own informational sessions on the many benefits of state employment and even raffled off items donated by participants and sponsors.

What prompted the fair?

Earlier this year DAS hosted a nursing summit to take a close look at the state's nursing population and address the probability of a nursing shortage. The summit revealed two alarming facts: the nursing population of Connecticut was getting older and fewer students were enrolling in nursing degree programs.

DAS took action, and it was enthusiastically received.

Sarah Curtis from the Depart-

ment of Mental Health and Addiction Services said, "This is really great. I've been to a number of job fairs this year and this one is by far the biggest and best. DAS should be proud, they've done a really great job."



Above: Dr. Pam Libby and Patsy McLaughlin present raffle prizes at the Nurses Career Fair. Left: Over 600 attendees speak with agency representatives and collect materials offered at the fair.

HR Symposium offers blueprint for future state partnerships

By John McKay

Quietly the Connecticut National Guard entered and marched to the center of the banquet room to present the colors. Then DAS' Brenda Samuels Woods began singing the *Star Spangled Banner*. It was a moving beginning to a productive October day that focused on the need for HR planning.

"Human resources planning should be a prime focus of all state agencies, with continuous collaboration between agencies to reach our common goal," said DAS Deputy Commissioner Alan Mazzola as he welcomed key

state decision-makers to DAS' HR Symposium at the Rocky Hill Marriott. Mazzola impressed upon the audience how important their work and cross-agency collaboration will become for the future of the state's workforce.

Dr. Martin Anderson gave a statistical breakdown of state employees in his "State of the State" presentation, drawing special attention to an aging government workforce.

He emphasized five critical shortage areas: nursing, public health, teaching and educational administration, engineering, and social work.

Please see Symposium on p. 6

Symposium, *cont. from p. 5*



"A large percentage of state health professionals and state managers are nearing retirement age," he said.

"If we don't act now the numbers, as well as the huge loss of information within those individuals, will be staggering to Connecticut state government."

"His numbers and graphs really hit home," commented one participant. "If we don't act now, we're in serious trouble."

Well-known HR speakers continued to underscore the importance of HR planning: Paul Rumely from Cornell University, A.J. Robinson from the Corporate Leadership Council, and Dr. Brian S. O'Leary from the US Office of Personnel Management – each had his own message on how critical it is for agencies to think and act strategically.

Paul Rumely stressed the urgency of "thinking out-of-the-box."

"New ideas for a transitioning workplace empower HR professionals to be agents of change that will guide all of your agencies to meet these needs in the very near future," he stressed.

Strategic Leadership Center's Mary Yabrosky then gave an overview and recap of the Symposium's objectives. She said

that agencies need to recognize the importance of strategic planning and to build and reestablish relationships with stakeholders in order to increase participation. The "Blueprint Series," she said, establishes the

immediate identity of those efforts.

As a wrap-up, a panel of the day's speakers, along with DAS Commissioner Barbara Waters, invited questions from the audience.

"There were so many insightful questions and comments," said Waters.

"And everyone really seemed interested in the information. Folks stayed the whole day and wanted to know when we were doing something like this again. That says a lot about the success of the Blueprint Series and agencies' commitment to addressing these human resources problems," Waters added.



Top: Brenda Samuels Woods sings the *Star Spangled Banner* at the HR Symposium. Above: Commissioner Barbara Waters sits on a panel with (l to r) Peter Sullivan of DOIT, Paul Rumely of Cornell University, and Brian O'Leary of the US OPM.

On the road again

DAS had a strong presence at the Connecticut Minority Supplier Development Council's (CMSDC) 21st Annual Trade Expo at Foxwoods this month.

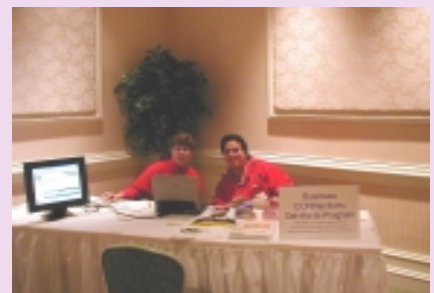
"This trade expo is renowned for its ability to create and develop business opportunities," said Deputy Commissioner Alan Mazzola who was one of the speakers. "DAS is proud to be the only state agency that is a CMSDC member."

Mazzola, Carlos Velez, Director of the Business CONNections, and Procurement staff were in attendance to talk about DAS' efforts and success on behalf of minority business.

"This is more than just a commitment to minority business suppliers, this is a commitment to the well-being of the entire Connecticut economy," Mazzola said.



Above: Deputy Commissioner Alan Mazzola, second from left, participates in a panel discussion. Below: Cindy Milardo (left) and Tina Costanzo staff an info table.



HRLC breaks new ground

By Donna Micklus

Expanded curriculum attracts more students

BAGS' Andrea Keilty said the Human Resources Learning Center (HRLC) recently completed its most successful semester ever.

"During the Spring/Summer 2001 semester, we had 774 people participate in the 23 different courses that we offered, compared with the Fall/Winter 2000-01 semester, which had 645 total participants in the 15 different courses," Keilty said.

This semester offers 32 different classes with a growing faculty base.

Some of the new classes are being taught by existing HRLC trainers, but the "faculty" is expanding to include:

- *Jim McKenna*—the new budget class "Untangling the Budget Web"
- *Anne Pomeroy Dixon and Shari Grzyb*— a new HR & the Web class "Searchin' Safari"
- *John Halliday and Joyce Armstrong* from DSS-Bureau of Rehabilitation Services— teaching a new ADA-related class "Work Incentives and Programs for Employees with Disabilities"
- *Ellen Smith-Bigelow* of Life Skills— the new diversity class "The Black Experience"

■ *Rosaida Morales Rosario* from Rosario & Associates— another new Diversity class "The Puerto Rican Experience"

■ *Dreamcatchers*— teaching two more new Diversity classes "Managing Multicultural Work Teams" and "Strategies for Improving Customer Service."

Better, cheaper, quicker (again)

Elizabeth Shailor is one happy customer.

A buyer for the New Haven Public Schools Athletic Department, she recently told Procurement Manager Jim Passier that they will be utilizing the state contract to purchase \$10,000 in equipment.

"While we have been bidding this work ourselves for many years, we have determined that the quality of work performed by the state's vendor, as well as the prices, to be as good if not better than those we obtained for ourselves," Shailor said.

Shailor also said they have utilized the state contract for mops and mats which will save them about \$16,000 annually.

"Many towns and buyers feel that the cities' participation on state contracts is an easy way for the cities not to do their jobs. For me this is not the case. My concern is to reduce costs and provide better services to us both. Thank you for letting us participate," Shailor concluded.

Victories

Adriaen's Landing, UConn football ... and DAS??

Procurement's Carol Wilson just might become a big football fan.

Recently she met with David O'Hearn, Project Director of the UConn Stadium project in East Hartford. O'Hearn is requesting DAS' services to bid out certain needs for the stadium such as food equipment, furniture, etc., and wants to utilize state contracts whenever possible.

Wilson is reviewing the list of items he needs and will follow up with him again to review current contracts and estimated pricing. Wilson said initial estimates are about \$800,000 of required products.

The news just gets better.

As a result of their meeting, O'Hearn contacted Ben Sidel, Project Director for Adriaen's Landing. Sidel also expressed an interest in utilizing DAS Procurement services as well.

"I expect to get our contracting staff actively involved in supporting the needs of both of these high profile projects. What a wonderful opportunity to broaden our customer base," Wilson said.

The following poem was written by Sue DeMauro's daughter, Wendi Lawlor, a former Air Force instructor at the Air Force Academy in Colorado. A few days after the September 11 tragedy, Wendi was sitting at her kitchen table watching her eight-month old son Avery struggling to pull himself up at the coffee table in the living room. His struggle inspired her to write these words to help ease her own internal one.

We Will Walk Together

A Baby's Message of Hope

I am small now, so fragile and frustrated
by my own inability to control my body and my life.
All I can do right now is sit and cry,
because you see, I have only been in this world since the first week of the year.
And what a year it has been,
for you and I are now both on our knees.

But watch me, I will not stay on my knees long.
I need to continue on, I need to move.
And someday soon when you least expect it,
I will pull myself up from the ground that I now know so well.
And I will rise to see the world from a new and fresh perspective.
And when I rise, you can be sure that I will learn to walk.
A first step, then another, then another,
And I will soar.

I will tumble, and yes, you will see tears of hurt and anger upon my face,
but I will not give up, I cannot give up.
For you see, if I do not pick myself up and rise to my feet, I will never move forward.
Oh, yes, one day I will walk, for I am not as weak and fragile as I appear.
I am strong, I am determined, I am an American,
And this year, you and I will walk together.

Wendi posted her poem on a bulletin board on the Internet. The metaphoric beauty of her words had special meaning for one New York woman named Kirsten. Here is Kirsten's email to Wendi:

"I read your poem on our bulletin board, and I am so touched. That poem is absolutely beautiful... thank you so much for sharing it with us. My husband is a NYC firefighter who is working at the scene as I type this to you, and I have to say you really made my night with those beautiful words. Thank you."

**Because
DAS
employees
earned a
record
number of
kudos
this month,
we had to
add an extra
page to the
newsletter ...
now *that's* a tribute!**



Summer Worker Pamela Eze from FDP wrote a letter of appreciation to her **FDP coworkers** stating, "All of you were very warm and welcoming from day one...I would like to return next summer and work for FDP once more. Thank you for this wonderful opportunity."

Jeffrey J. Morrisette from the Commission on Fire Prevention and Control commended **Martin Anderson** on his recent teaching visit to Greece. "I enjoyed the article on your visit in the *DAS Times*, and the Eskimo Joe's T-shirt in the photo accompanying the article. That's the spirit! It certainly looked like a great opportunity."

Roy Dion thanked **Kenn Stephenson, Doug Dipersio, Jim Potyra, Carolyn St. Paul, and Dan Barrows** for "working so hard to make the federal surplus audit an outstanding success. And special kudos to **Doug** for taking point and having everything so well-organized."

Jim Gotta applauded **Betty Johnson** for taking minutes at the September 6 Food Advisory meeting. "She stayed cool and in control in spite of the fact that there was a lot going on."

Hats Off! *Special Insert*

Director of Food Services Joann Fitzpatrick of Fairfield Public Schools expressed her appreciation to **Doris Vieira** for program enhancements. "Improved communications with the Marketplace website, InfoBite newsletter, and the School Lunch Advisory Council contributed greatly to meeting customer satisfaction goals."

Thanks to **Maureen Blackburn** from Doris Vieira for "helping with the data entry of the Food Distribution order forms. With your assistance, we were able to meet our deadline."

Kenn Stephenson applauded the efforts of major player **Doug DiPersio**, and the involvement of **Carolyn St. Paul, Dan Barrows, and Jim Potyra** for "possibly the best biennial review ever for the Federal Surplus program."

Jean Michael praised the **MIS Team** for setting up a new PC replacing her "crashed" system so quickly. "You were all so helpful and very professional. What a great group!"

Coreen E. Sumple from the CT Community-Technical College System praised webmaster **Bill Skyrme** for the "fabulous job" he has done with the DAS website with "job specs, comp plans, and links to other HR websites."

Commissioner Barbara Waters sends a memo of "thanks to all of the **DAS Employees** who worked so hard to make the DAS Outing at the Big E such a huge success. With all of the heart wrenching events of the past

week, it was so comforting to be with family and the terrific people that I have the privilege of working with."

Congratulations to **Martin Anderson** who has been requested by Special Assistant Debbie Tankersely-Snook from the International Personnel Management Association to serve as a committee member on the 2002 Publications Advisory Board.

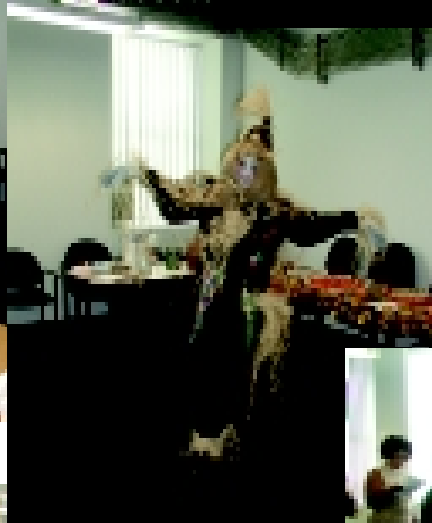
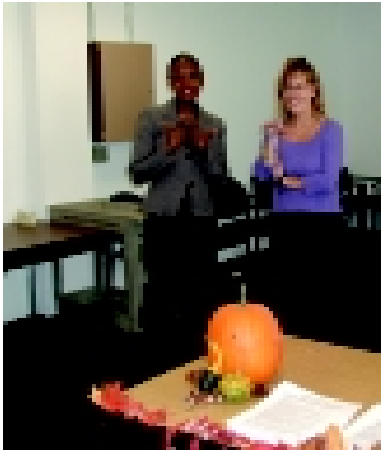
Jim Hutt commended **Brenda Samuels-Woods** for the "great job she did at the Affirmative Action Officer's conference. She was the ultimate professional and represented DAS proudly."

Lorna Barclay thanked **Vin Lombardo** for generously giving her his ticket for the ice cream social at the Big E.

Rich Lynch from Custom Code, Inc. thanked **Reuben Lusack** for all of his help in getting his company's small business certification off the ground. "I will continue to need your great advice in the months ahead."

Chief Deputy Commissioner P.J. Delahunty, Jr. from the Department of Public Works acknowledged **Patty Gallucci** for her assistance with obtaining 1,500 new ID badges. "Your immediate response, quick-thinking, and competent staff accomplished an almost impossible task."

Nick Visone applauded **Bill Skyrme** for creating a link backup resource in the event the external website is unavailable. "Your quick facility with this stuff continues to amaze me!"



**Fall was in the air
at the Employee
Recognition Kick-
Off on October 10**

